

JOB DESCRIPTION

BANQUET MANAGER



Facility Name:	CHESAPEAKE CONFERENCE CENTER
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JOB INFORMATION

Job Title:	Banquet Manager	Department:	Food & Beverage
Reports To:	Executive Chef/Food & Beverage Director	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non Exempt <input type="checkbox"/>
Prepared By:	Jolona Oliver	Date Prepared:	6/30/2014
Approved By:	Troy Thorn	Approved Date:	6/30/2014

SUMMARY

The Banquet Manager is responsible overseeing all aspects of a banquet or event, including set-up, food presentation, serving and cleanup while focusing on detail and quality presentation and customer service. Also responsible for all aspects of supervision of banquet staff including: training, coaching, disciplining and reviewing banquet staff; and insuring an efficient, timely, sanitary, and profitable foodservice operation that is consistently recognized by the facility's users as delivering the highest service levels available in the region by performing the following duties personally or through subordinate staff members.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Determines, establishes, and implements service standards for the services of primary focus in compliance with all State Department of Health and Environment Guidelines.
2. Ensures staff training programs are implemented and measured regularly.
3. Determines, establishes, and implements policies, procedures, and training of food and beverage personnel to assure all services of primary focus adhere to all local, state, and/or federal guidelines at all times.
4. Cashes out associates following cash handling procedures; investigates "over and shorts" with bartending banquet servers.
5. Maintains and monitors daily/monthly review, verification and control of inventory needs of the food and beverage department, maximizing product availability while minimizing inventories in an overall effort to control inventory levels and avoid product or supply outages.

OTHER DUTIES AND RESPONSIBILITIES include the following:

(Other duties and responsibilities may be assigned)

1. Estimates, orders and inspects supplies and inventory including alcohol.
2. Ensures accuracy of all deliveries.
3. Ensures that all equipment is setup properly and operating efficiently and accurately.
4. Adheres to and enforces inventory and labor control measures.
5. Ensures all stands, portable carts and surrounding areas remain clean, sanitized, and safe.
6. Performs opening and closing procedures for facility.
7. Assists associates in serving guests as business levels demand.
8. Arranges for and ensures proper sequence of service for events.
9. Reviews scheduling and labor needs to meet the guest's needs as well as maximize efficiency; and prepare weekly banquet schedules.
10. Checks, verifies, and approves all payroll of banquet staff.
11. Conducts regular staff meetings to build rapport and ensure colleagues are well informed
12. Availability to work nights, weekends and holidays as needed to facilitate supervisory responsibilities.
13. Attendance during regularly scheduled hours

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SUPERVISORY RESPONSIBILITIES

Plans the activities and schedules all employees in areas of primary focus including bartenders, concession workers, banquet servers and banquet captains. Supervises and coordinates activities of the banquet staff on a per shift basis, including scheduling, training, counseling and enforcing work procedures and service standards.

The Banquet Manager will be included in the rotation of the Manager on Duty Schedule. Responsibility includes but is not limited to overseeing the assigned event which includes safety, customer service, security, emergency procedure enforcement and general overall compliance with Company policies and procedures.

QUALIFICATIONS

The Banquet Manager must be able to personally perform each duty that would be assigned to all employees working in the area of primary focus, including servers, bartenders, bus persons, and associated supervisory personnel. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. This position requires excellent skills in customer relations, communications and problem solving.
2. Qualified applicants must be available to work primarily nights and weekends, and occasionally holidays.

EDUCATION and/or EXPERIENCE

1. High school diploma required; college degree preferred.
2. Minimum two years of cash, food and beverage service management required; food and beverage service management in a similar high volume foodservice operation is preferred.
3. Experience working in a computer network environment utilizing Microsoft Word and Excel programs.
4. Customer service and supervisory experience required.

CERTIFICATES / LICENSES / REGISTRATIONS

1. Applicants must possess a current valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Must have all current certifications and licenses required by local, state, and/or federal guidelines for food and alcohol service management.
3. Must have the ability to be ServSafe certified through the National Restaurant Association and be T.I.P.S. Trainer Certified through Health Communications of Washington, D.C.

LANGUAGE SKILLS

1. Ability to communicate effectively orally and electronically.
2. Ability to read and comprehend instructions, correspondence, and memos.
3. Ability to write reports, business correspondence, and procedure manuals.
4. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
5. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
2. Ability to apply concepts of math on an Excel spreadsheet, calculator, ten key adding machine, or cash register such as discounts, interest, commissions, proportions and percentage.
3. Ability to add, subtract, multiply and divide all units of measure using whole numbers, fractions, and decimals; applying concepts of basic algebra and geometry.

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REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
4. Ability to put parts together to form a new whole or proposed set of operations.
5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms, talk, and hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to cold temperatures and elevated noise levels, depending on the nature of a particular event.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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